

# QAR Prep

By Tanekwa Bournes

**D**efense Logistics Agency Energy's quality assurance representatives train throughout the year to provide customers with the best product no matter where they are or the situation.

Over the past decade, QARs have assisted with natural disasters at home and abroad ranging from Hurricane Sandy to relief efforts in Haiti after the 2012 earthquake.

In order for QARs to assist in these crucial times, they must be qualified and up-to-date on training.

"For an individual to become a QAR, they

have to complete several courses," said Lee Oppenheim, deputy director for Quality Technical Support Office. "Training includes completing the Defense Acquisition Workforce Improvement Act certification up to level II and Petroleum Commodity training."

DAWIA certification takes approximately two years to attain level two and the petroleum classes are four weeks, if the courses are taken consecutively.

After the training, QARs are still not ready to take on the task of ensuring the quality of fuel from procurement to delivery alone and are paired with journeymen who have been on the job at least three years.

"DAWIA training, gives them a broad overview of the total quality process while the petroleum class is more job-specific," Oppenheim said.

Located throughout the world, there are approximately 110 QARs from diverse backgrounds, Oppenheim said. The majority of the QARs have a military background in the fuels field while others come from industry or were lab technicians.

"No matter the skill level, all potential QARs take the same courses. Courses include Petroleum Quality Assurance and Quality Assurance of Into-plane Servicing Contracts Course, taught by DLA Energy personnel," said Jim Fair, an Energy quality program manager. "The other mandatory course is Specification Testing of Propellants."

Students can also take Specification Testing of Aviator's Breathing Oxygen. Specification Testing of Propellants and Aviator's Breathing Oxygen courses are taught by the Air Force Petroleum Agency at Wright-Patterson Air Force Base, Ohio and Cape Canaveral Air Force Station, Florida."

"Specification Testing of Propellants and Aviator's Breathing Oxygen courses are general and give QARs basic knowledge of performing quality assurance on aviator's breathing oxygen and propellants contracts," said Jim Young, Energy's quality program manager for Aerospace Energy and course coordinator.

The Specification Testing of Propellants course is a three-day course instructing students on Aerospace Energy propellant products and additional lessons include application of approved test methods, interpreting test results, and general guidance on product handling and safety said Young.

Sometimes referred to as the cryogenics course, Specification Testing of Aviator's Breathing Oxygen course is a two-day course teaching students

A DLA Energy quality assurance representative boards a vessel to conduct tanker operations. QARs train throughout the year to provide customers with the best product. Courtesy photo

At the end of the day, the training helps QARs understand their various tasks and how to work with the customer to help them understand that “good fuel” is on the way.

– *Lee Oppenheim*

techniques for sampling, the equipment and test methods for analyzing bulk liquid and gaseous aviator’s breathing oxygen. In addition, they learn how to interpret test results, contractual testing requirements and safety hazards associated with breathing oxygen.

“Depending upon an individual’s duties, both courses are required for certification in the field,” Young said. “They’re also required for a QAR to work on a contract containing these commodities unsupervised.”

“The Quality Assurance of Into-plane Servicing Contracts course is an intense four-day course that teaches students about the various commercial continental U.S. and outside the continental U.S. standards that they will have to refer to in the field when conducting their audits,” said Ann Koury, course instructor and Energy quality assurance specialist. “They are not expected to remember all the standards word for word by the end of the course but will know where to find the information they are looking for and all must pass with 80 percent or better to move on.”

To prepare students for what they may see in the field, they go on a field trip to a DLA Energy Fixed Based Operator where they see a storage facility, an aircraft servicing refueling vehicle, and the receiving truck rack.

“At the site, students witness a QAR performing daily quality checks required by ATA 103: Standard for Jet Fuel Quality Control at Airports [publication,] which is one of the standards they learned in class, review the paperwork that is filled out during the checks; and if possible, see a truck receipt operation and the truck receipt paperwork,” Koury said. “We teach them that not all QARs will check for the same things because there’s no exact checklist but it gives them ideas of what they should look for at a site.”

During the Petroleum Quality Assurance course, students learn about DLA’s Quality Assurance and Surveillance programs and how they are applied to the

purchase programs for bulk petroleum products and storage contracts within the logistics system, Fair said, who is also the course coordinator. They will be able to conduct pre-award and post award surveys and conduct petroleum quality surveillance of DLA-owned products. The course is given twice a year either at Fort Lee, Virginia or Wright-Patterson Air Force Base.

“The added benefit to holding the courses at those military installations is that it provides students with hands-on training in flight-line and pipeline operations,” Fair added.

Due to the limited amount of jobs available, having these classes under their belt doesn’t mean they will automatically be a QAR. Fair said he is glad to say that most of the individuals he has taught are doing great things in the field.

Not only do DLA Energy personnel train QARs how to properly do their job in the field, they also developed a class for non-QARs at the headquarters as well as reserve units to learn about the field.

“The need for the class arose because reservists weren’t sure how to work with QARs in the field in order to assist them in completing their mission,” Fair said.

The Petroleum Quality Course-General is a week-long lecture-based class given three to four times a year at DLA. This course can be given where the units being deployed are located at their request.

“The great thing about all these courses is that they continue to evolve as standards and processes change and although the courses do not make the students’



A DLA Energy QAR conducts an internal inspection to determine suitability to load. In order for QARs to assist during crucial times, they must be qualified and up-to-date on training. Courtesy photo

experts, they help them become more informed about their jobs,” Koury said. “Becoming an expert will come as they work with more experienced QARs in the field.”

Once QARs have completed their initial training, they still take courses to keep abreast in their field.

“Every two years, QARs are required to do 80 hours of additional training,” Oppenheim said. “Each region has time set aside for training and is responsible for completing hazardous material training as well.”

Additional training unique to the QAR field is the Confined Space Entry Program. During the training, QARs learn how to make decisions that can save their lives while performing their jobs in confined spaces such as upright cylindrical storage tanks, barge tanks and ship tanks.

“The training which is in accordance with DLA policy is given biennially and ensures DLA Energy complies with Occupational Safety and Health Administration Regulation 29 CFR 1915.7,” said William Davenport, course coordinator and quality manager for DLA Energy Middle East.

Each region is responsible for completing this training, he added.

QARs learn how to examine the hazards, proper use of protective equipment, ability to calibrate and use testing equipment such as oxygen sensors and combustible gas indicators, and to accurately interpret test results.

At the end of the day, the training helps QARs understand their various tasks and how to work with the customer to help them understand that “good fuel” is on the way, Oppenheim said. **ES**